Welcome to MyChart, a free online tool for you to see portions of your UR Medicine medical record. Using MyChart, you’ll be able to view your test results, medications, immunizations and allergies — anytime, anywhere using a computer, Smart Phone or tablet. You can also send messages to your health care team, request prescription renewals and appointments, and see summaries of your past appointments or inpatient stays, and much more. It’s all part of UR Medicine’s pledge to make patients and their families more active participants in their own care.

When NOT to use MyChart
Please do not use MyChart for urgent medical matters—call your doctor’s office instead. For emergencies, always call 911 or visit your nearest hospital emergency department.

Questions?
For more information, call our MyChart Customer Service Center 8 a.m. to 5 p.m. weekdays: 585.275.URMC (8762), 1.888.661.6162.
Why use MyChart?

Whether you’re maintaining good health or managing a chronic condition, we want to make sure you can access your up-to-date UR Medicine medical information.

Using MyChart you can:

- View your diagnoses, medications, immunizations and most lab results.
- Request appointments and prescription renewals.
- Securely and confidentially communicate with your health care team.
- Access other MyCharts (from other institutions) with a single username and password.
- You can even organize all your medical information into one personal health record.

Is my information safe in MyChart?

Yes. MyChart protects your personal information through a series of secure access codes, personal IDs and passwords. It also uses the most advanced encryption technology available, so that only you and your health care team can access your information. Be sure to keep your password private.

What test results will I see?

You can see most tests from your inpatient stays or emergency room visits at Strong Memorial or Highland Hospitals, as well as those tests completed by a UR Medicine lab. Most are available the morning after they are finalized; expect longer delays on other tests like pathology, imaging and pap smears, which are released to MyChart 14 days after they are finalized. Sensitive test results, such as genetic tests, drug screens, HIV and STDs, are blocked from MyChart.

A new way to communicate.

Once you sign up for MyChart, many of your UR Medicine doctors’ offices will begin to communicate with you through MyChart (i.e., appointment reminders and/or changes, test results, prescription refill requests, and even health questionnaires). You will receive an email (to the email address you provided us) when your doctor’s office updates information in MyChart.

How do I sign up for MyChart?

An email address is required to sign up for MyChart. You’ll also need an activation code, which allows you to log on and create your new MyChart user ID and password. All patients over age 18 will receive an activation code after any UR Medicine office visit or inpatient stay. You can also request an activation code online at MyChart.URMedicine.org or by contacting our MyChart Customer Service Center. Patients aged 12 to 17 must sign up at their doctor’s office. If you are a parent of a child under 12, you can request access to your child’s MyChart online, at your child’s doctor’s office or the hospital.

For more information, visit MyChart.URMedicine.org, and click on Request Access for Myself & Others in the blue box to the left.

Can I view a family member’s health record in MyChart?

Yes, you can view another person’s MyChart with appropriate consents. This is called proxy access and allows you to log into your personal MyChart account, and then connect to another person’s MyChart account. URMC offers two types of proxy access:

- **Full Proxy Access:** A full proxy is able to see all items that appear in another person’s MyChart. URMC patients over age 18 can appoint any other adult as a full proxy. Parents and legal guardians of children under 12 also can request full proxy access.

- **Limited Proxy Access:** This option is available to parents and legal guardians for their children ages 12 to 17, and allows them to see their child’s allergies, immunizations, and letters. Full access to their child’s MyChart is available, but requires their child’s permission (per New York State law), and must be requested in-person at your child’s doctor’s office.

More information about proxy access is available at MyChart.URMedicine.org (click on Request Access for Myself & Others).